

Strategic Direction to Performance

Presented by Mara Campbell

April 6, 2005

MoDOT's Method:

- Strategic Advance November 2004
 - Attendees
 - Approach
 - Products
 - Mission Statement
 - Values
 - Tangible Results

MoDOT's Mission Statement

Our mission is to provide a world-class transportation experience that delights our customers and promotes a prosperous Missouri.

STOP...

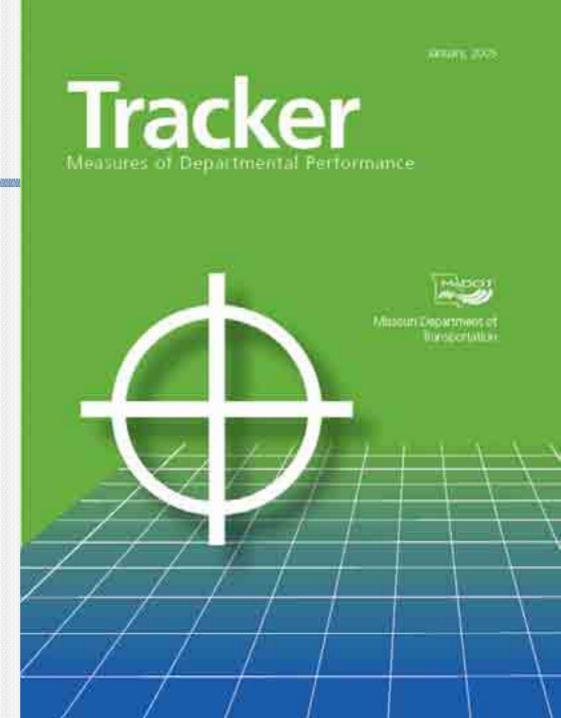
■ Trivia questions...

MoDOT's Tangible Results & Value Statements



"MoDOT's Tracker is a tool for everyone at the Missouri Department of Transportation to assess how well the department is delivering services and products to its customers. Like an actual tracking system, this tool can only show the direction in which the department is headed. The department must determine if it is going in the right direction to best serve its customers."

-- Pete Rahn



MoDOT's TRACKER

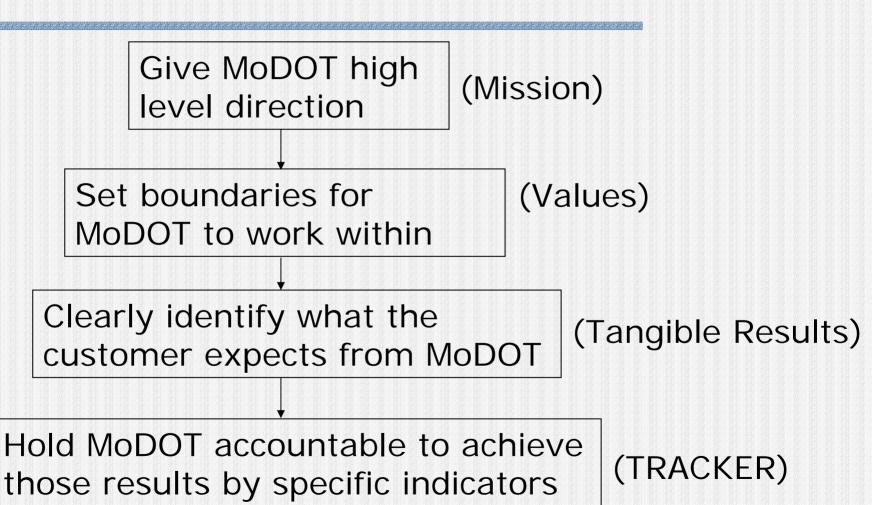
- Over 120 measures covering 18 Tangible Results
- Each measure has a Tangible Results
 Driver and Measurement Driver
- Review quarterly
- 85% "there"
- ✓ Check it out on the web:

 http://www.modot.state.mo.us/about/general_info/Tracker.htm

STOP...

■ Trivia questions...

So... How does Strategic Direction Link to Performance?



MoDOT Quality Framework

Improve

- •Implement solutions
- •Monitor results through periodic reports
- •Evaluate and communicate best practices
- •Celebrate and publicize successes
- •Revisit areas not meeting targets

Assess

- Elevate poorly performing measures that affect core business processes
- Identify gaps for additional improvement opportunities
- Partner with others to identify innovative best practices

Plan

- Develop STIP & LRTP
- Use STIP & LRTP to develop Strategic Direction
- Use Strategic Direction to develop Business Plans & budgets
- Verify alignment

Deploy

- Communicate plans to public & internally
- Develop organizational performance measures
- Implement strategies in Business Plans

Measure

- Monitor organizational performance via TRACKER
- Identify out of control conditions

STOP...

■ Trivia questions...

So far... Our Lessons Learned:

- Must have buy-in from top management
- People don't like to be "rushed" and given timeframes
- Skeptical -- "Here we go again!"
- Implementation must make it happen

Thank You!

Any Questions???

Contact:

Mara Campbell
Strategic Planning
Missouri Dept. of Transportation
105 W. Capitol Ave.
Jefferson City, MO 65109
(573) 526-2908
Mara.Campbell@modot.mo.gov

